

U. S. Department of Agriculture



Louisiana

October  
2001

Natural Resources Conservation Service  
Farm Service Agency  
Rural Development

# Emergency Response Plan

**Emergency Response Plan for Louisiana USDA Service Centers**

**developed for**

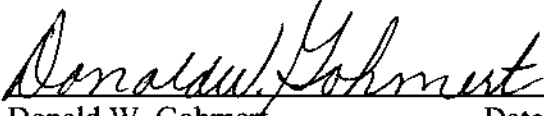
**Natural Resources Conservation Service**

**Farm Service Agency**

**Rural Development**

**October 2001**

**Endorsed by:**

  
Donald W. Gohmert  
State Conservationist  
Natural Resources Conservation Service

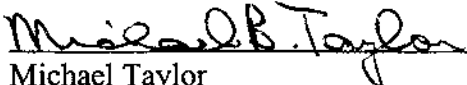
Date

11/13/01

  
Willie F. Cooper  
State Executive Director  
Farm Service Agency

Date

12-6-01

  
Michael Taylor  
State Director  
Rural Development

Date

12/4/01

<b>INTRODUCTION.....</b>	<b>3</b>
<b>STATE THREAT ASSESSMENT TEAM .....</b>	<b>4</b>
<b>EVACUATION PROCEDURES .....</b>	<b>5</b>
EVACUATION OF PEOPLE WITH DISABILITIES .....	5
<b>CRIME PREVENTION.....</b>	<b>6</b>
<b>EMPLOYEE CONDUCT .....</b>	<b>7</b>
<b>BOMB THREAT .....</b>	<b>8</b>
<b>BOMB THREAT CALL GUIDELINES .....</b>	<b>9</b>
<b>FIRE OR EXPLOSION .....</b>	<b>10</b>
<b>FIRE PREVENTION.....</b>	<b>11</b>
<b>SEVERE WEATHER .....</b>	<b>12</b>
<b>DEMONSTRATION AND CIVIL DISTURBANCES .....</b>	<b>13</b>
<b>UNWANTED INTRUDERS .....</b>	<b>14</b>
<b>WORKPLACE VIOLENCE.....</b>	<b>14</b>
HOSTAGE SITUATION.....	15
<b>MEDICAL EMERGENCY .....</b>	<b>16</b>
<b>HAZARDOUS MAIL.....</b>	<b>17</b>
<b>EMERGENCY ACTION DRILLS.....</b>	<b>18</b>
<b>ATTACHMENT 1 - CONFIDENTIAL INCIDENT REPORT .....</b>	<b>19</b>
<b>ATTACHMENT 2 - VIOLENCE PREVENTION TIPS.....</b>	<b>22</b>
<b>ATTACHMENT 3 - SERVICE CENTER EVACUATION PLAN.....</b>	<b>36</b>
<b>ATTACHMENT 4 - SERVICE CENTER EMERGENCY TELEPHONE LIST .....</b>	<b>46</b>
<b>ATTACHMENT 5 - EMERGENCY RESPONSE PLAN CHECKLIST .....</b>	<b>48</b>

## INTRODUCTION

This Emergency Response Plan for supervisors and employees was developed through a cooperative effort of the USDA Natural Resources Conservation Service, Farm Service Agency and Rural Development. It is intended to be used in the unlikely event that an employee encounters an emergency situation. This Plan is designed to provide each employee with easy to follow instructions for various emergency situations. The guidance in this Plan may be adapted to your local area and/or situation. For example, if a local office does not have the Federal Protective Service available, the guard service or local police should be contacted. Each employee must review this Plan and be familiar with its contents *before an incident or emergency takes place*. In order to prevent any situation from escalating, each employee should have training on Preventing Workplace Violence, and use the guidance contained in this Emergency Response Plan.

Supervisors should:

- Provide a copy of this Plan to each employee.
- Post a copy of the Service Center building evacuation diagram (see Attachment 3) in strategic locations.
- Insure that the items requiring local names and telephone numbers of police, fire, and other safety and security individuals and offices are completed.
- Provide program and orientation training to employees on general office safety, prevention of fires, natural disasters, workplace violence, and medical emergencies.
- Make sure that each employee receives updates as they are issued.
- Ensure that employees with special needs are aware of and have assistance (as necessary) regarding emergency evacuation situations.
- Contact your local police department for assistance in training and/or assessment of your office security.
- Call 911, your local police or fire department, or the Federal Protective Service in the event of any emergency situation.
- File a Confidential Incident Report (see Attachment 1) to describe the incident and the actions taken as a result.
- Respond to escalating situations by utilizing proper resources from the following: local law enforcement and medical services, Federal Protective Service, Human Resources, and the Employee Assistance Program (EAP). Supervisors should also contact their agency representative on the State Threat Assessment Team.

## STATE THREAT ASSESSMENT TEAM

The State Threat Assessment Team will assist Human Resources, Employee Relations, managers/supervisors, and the victim in resolving and defusing hostile and dangerous situations such as assaults, threats, intimidation, and interference of our employees. The State Threat Assessment team consists of the following personnel:

<b>Co-chairperson</b>	Billy Moore, NRCS, State Administrative Officer	(318) 473-7755
<b>Co-chairperson</b>	Fren Allen, FSA, State Administrative Officer	(318) 473-7902
<b>Co-chairperson</b>	Karen Nardini, RD, Administrative Program Director	(318) 473-7921
	Christine Normand, FSA, Assistant Administrative Officer	(318) 473-7721
	Herb Bourque, NRCS, Public Affairs Specialist	(318) 473-7762
	Barbara Andrus, NRCS, Human Resources Manager	(318) 473-7769
	John Jurgensen, NRCS, State Safety Officer	(318) 473-7694

## **EVACUATION PROCEDURES**

The building evacuation signal is an alarm of some type (fire alarm, siren, whistle, etc.) designated by the local Food and Agriculture Committee (FAC) chair. Each employee in the building shall be made aware of what this alarm is and what their responsibilities are in the event of an evacuation. The FAC chair or designated site safety person will determine when it is safe to re-enter the building.

In case of an emergency, any building occupant may activate the alarm. When the evacuation order is sounded, all occupants will leave the building in accordance with the Emergency Evacuation Plan (Attachment 5).

### ***EVACUATION OF PEOPLE WITH DISABILITIES***

A Monitor and Alternate will be established for any people with disabilities in the building and will have the responsibility for overseeing evacuation of employees or visitors with disabilities located within his/her area of responsibility. It is the responsibility of the manager/supervisor of employees with disabilities to ensure that a sufficient number of co-workers or other employees are available during the established workday to assist in the emergency evacuation of people with disabilities.

In the event that it would be impractical to evacuate employees or visitors with disabilities by way of the stairs, the manager/supervisor will escort the employees or visitors to a point near the exit stairway nearest a passenger elevator and remain with the employees or visitors until evacuated by the fire department. The fire department will be briefed concerning the requirement for evacuation of people with disabilities immediately upon arrival. Monitors or Alternates shall verify that everyone is present outside the building and report anyone missing to their Agency Supervisor. After evacuating the building, occupants will proceed to a designated area at least 100 feet from the building.

The local FAC chair or emergency response personnel will be responsible for control of the building utilities during an evacuation.

## **CRIME PREVENTION**

- The Federal Protective Service (FPS) is available on request to visit your building location and provide a complete security assessment of your office.
- Always lock your doors when your office is unoccupied or if you are working early or late.
- All master keys and extra keys to all locks need to be secured.
- Keep personal valuables locked up or out of sight.
- Secure all small office equipment when it is not being used.
- Know your coworkers.
- Promptly ask persons entering into your office if you can be of assistance.
- If you have been issued identification badges, wear them at all times.
- When possible, keep rest room doors locked at all times. Establish a key control system.
- Avoid stairs and other isolated areas; never ride elevators with suspicious persons.
- Report all suspicious persons to security and management personnel.

## **PARKING LOT TIPS**

- Lock your car doors and leave as soon as you get in your car.
- In a parking lot, or parking garage: Be AWARE; look around you, look into your car (before getting in) at the passenger side floor and in the back seat.
- If you are parked next to a big van, enter your car from the passenger door. You could be pulled into the van while you are attempting to get into your car.
- Look at the cars parked on both sides of your vehicle. If someone is sitting alone in the seat nearest your car, you may want to walk back into the building and get a guard/policeman/co-worker to walk you back out.

## EMPLOYEE CONDUCT

Inappropriate, threatening or disruptive behavior on the part of employees towards coworkers, supervisors, or customers will not be tolerated. Such behavior undermines the employee/employer relationship, disrupts the work environment, interferes with productivity, and causes emotional or even physical harm. Employees should report any inappropriate, threatening or disruptive behavior to supervisors. Supervisors are expected to take appropriate action as necessary including consulting with appropriate expert resources such as EAP, Employee/Labor Relations.

The following behavior is not acceptable:

- Verbally threatening another coworker or customer.
- Attempting or engaging in physical confrontation with another in the workplace.
- Being argumentative or belligerent towards coworkers or customers.
- Violent outbursts, throwing objects in the workplace.
- Being loud, swearing or disrupting the office.
- Bullying or intimidating coworkers or others.
- Bringing unauthorized weapons of any kind to work.



## BOMB THREAT

Bombing and the threat of being bombed are harsh realities in today's world. Law enforcement agencies are charged with providing protection for life and property, but law enforcement alone cannot be held responsible. Every citizen must do his or her part to ensure a safe environment.

Through proper preparation, you can reduce the accessibility of your office or building and identify those areas that can be "hardened" against the potential bomber. Proper planning can also reduce the threat of panic, the most contagious of all human conditions. Panic is sudden, excessive, unreasoning, infectious terror. Once a state of panic has been reached, the potential for injury and property damage is greatly increased. In the context of a bomb threat, panic is the ultimate achievement of the caller.

## IF A BOMB THREAT IS RECEIVED BY ANYONE IN THE BUILDING

Call Local Police, Federal Protection Service or guard service  
**(to be completed by Service Center)**

Name \_\_\_\_\_  
Telephone No. \_\_\_\_\_

- It is important to STAY CALM and obtain as much information as possible. The format on the following page should be used as a guide in obtaining information and the information must be given to the Federal Protective Service/Police Department.
- Open all windows and doors and report any item not belonging in the area to the local law enforcement officials. Evacuate the building immediately.
- Call your local law enforcement office from a nearby safe site.
- When possible notify the appropriate management personnel and State Threat Assessment Team.

## BOMB THREAT CALL GUIDELINES

Any employee who receives a "Bomb Threat" call should (if time permits), try to determine the location of the bomb by asking:

1. The exact location of the bomb?
2. The time set for detonation?
3. What does it look like?
4. Is it explosive or incendiary? (capable of causing fire)
5. What will set it off?
6. What can we do to keep innocent people from getting hurt?
7. Why was it placed?

### RECORD:

1. Date \_\_\_\_\_ and time \_\_\_\_\_ of call.

2. Exact language used: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Description of caller: \_\_\_Male \_\_\_Female \_\_\_Adult \_\_\_Child

4. Speech (circle applicable description):

slow	normal	nasal	disguised
sincere	angry	deep	loud
rapid	distressed	excited	broken

Did the caller have an accent? \_\_\_\_\_

5. Background noises \_\_\_\_\_

### IMMEDIATELY NOTIFY:

1. Supervisor of employee who received the threat.
2. State Threat Assessment Team Chairperson.

## **FIRE OR EXPLOSION**

Upon discovery of a fire, if it cannot be easily extinguished, activate the fire alarm and evacuate the building. When you are in a safe area call:

Local Fire Department

**(to be completed by Service Center)**

Name \_\_\_\_\_

Telephone No. \_\_\_\_\_

- Never try to fight a fire, the Fire Department should be called first (unless it can be easily extinguished using a fire extinguisher).
- Evacuate the building immediately using the Emergency Evacuation Plan.
- Wait at a safe distance away from the building until the Fire Department arrives and determines if it is safe to re-enter the building.

## **FIRE PREVENTION**

In the event of fire, a safe and speedy response depends on how well employees are prepared for emergencies. Listed below are safety measures we all can follow to ensure a fireproof work environment:

- Post building evacuation plans and provide fire drill evacuation training a minimum of once a year at your building site for all your employees.
- Learn the location of alternative exits from all work areas.
- Know the location of the nearest fire alarm and learn how to use it.
- Become familiar with and know how to use a fire extinguisher.
- Be sure that any employees who have special needs have been identified and that any possible office deficiencies that might delay safe escape have been corrected (i.e. the manner in which the office is arranged).
- Adhere to your building security measures and keep unauthorized people out of the building to prevent arson.
- Never run extension cords across doorways.
- Replace any electrical cord that has cracked insulation or a broken connector.
- Keep clutter out of hallways, lobbies, or in stairwells.
- Keep exits, storage areas, and stairways clean and free from waste paper, empty boxes, dirty rags, and other potential fire hazards.
- Designate an employee to turn off or unplug all appliances at the end of each workday.

## **SEVERE WEATHER**

In the event of severe weather, the supervisor will direct employees to take the following protective measures:

- Take cover in interior corridors. **DO NOT EVACUATE.**
- Stay away from windows and outside doors.
- If possible, listen to local radio station for emergency broadcast instructions and the “all-clear” notice.

## **DEMONSTRATION AND CIVIL DISTURBANCES**

Any person who hears of an impending demonstration or other civil disorder must immediately notify:

### **Threat Assessment Team Co-Chairpersons**

Billy Moore, NRCS, State Administrative Officer (318) 473-7755

Fren Allen, FSA, State Administrative Officer (318) 473-7902

Karen Nardini, RD, Administrative Program Director (318) 473-7921

- Employees will avoid contact with any demonstration or unauthorized persons and continue to work normally.
- Lobbies and corridors must be kept as clear as possible at all times.
- Doors to work areas will be locked and employees will keep clear of windows and doors.

## UNWANTED INTRUDERS

Although USDA Service Centers and NRCS Offices are open to the public, all employees should be aware of unknown persons in their immediate vicinity.

1. Approach the unknown person as if he or she were a potential customer. Ask how you may assist him or her.
2. If the person does not immediately identify himself or herself or otherwise behaves in a manner that arouses suspicion, the employee should politely ask the unknown person to leave the premises. (The employee may wish to request the presence of another employee when doing this.) In most cases, when an intruder is confronted, they will leave.
3. If it appears that the intruder may act in a violent manner, follow the procedures for confronting a violent individual (see Page 15).
4. If the intruder does not appear violent but does not vacate the premises, signal a co-worker by means of a prearranged code that you need help. The co-worker should call for assistance from another location. Stay calm and be courteous and patient until assistance arrives.

## WORKPLACE VIOLENCE

If you are confronted with an angry or hostile customer, coworker, or other individual, **call your local authorities.**

Local Police, Federal Protective Service or guard service **(to be completed by Service Center)**

Name \_\_\_\_\_

Telephone No. \_\_\_\_\_

- Stay calm and listen attentively.
- Maintain normal eye contact.
- Be courteous and patient.
- Try to keep the situation in your control as much as possible.
- If the situation is escalating, signal a co-worker or supervisor that you need help. If necessary, have someone call the Federal Protective Service, contract guard, or the local police, depending on your office situation.

If someone is threatening you with a gun, knife, or other weapon:

- Quickly signal for help, if possible.
- Stall for time.
- Keep talking, but follow instructions from the person with the weapon.
- Don't ever try to be a hero, and never try to grab a weapon.
- Wait for a chance to escape to a safe area.

### Procedures for Reporting Workplace Violence

Any employee who is assaulted, threatened, intimidated or interfered with in the course of his or her duties shall do the following:

1. Secure your own safety.
2. Call 911 or local emergency number for situations requiring the immediate assistance of medical services and/or law enforcement authorities.
3. Immediately notify your supervisor regarding the incident.
4. Immediately follow up with a written account, including who, what, when, where and how you felt about the incident.
5. Give the written report to your supervisor.
6. The immediate supervisor will contact the State Threat Assessment Team, and in collaboration with them, will take measures to address the incident.

### HOSTAGE SITUATION

If a hostage situation arises, immediately notify the Local Police, Federal Protective Service or guard service and evacuate the area around the incident.



## MEDICAL EMERGENCY

In the event of a medical emergency, call 911 or your local medical authorities:

Hospital:

**(to be completed by Service Center)**

Name \_\_\_\_\_

Telephone No. \_\_\_\_\_

Ambulance/Paramedical:

**(to be completed by Service Center)**

Name \_\_\_\_\_

Telephone No. \_\_\_\_\_

In cases of medical emergencies, try to remain calm.

If medical attention is immediately necessary, identify office personnel with any first aid or life saving techniques training.

When contacting emergency personnel, be prepared to provide detailed information including; location, street address, room number, nature of the issue, number of injured persons, number of the telephone you are using.

## HAZARDOUS MAIL

- If mail is suspicious, it shouldn't be opened. Leave it alone and follow directions listed below.
- If mail is opened then found to contain suspicious material, double bag the letter in zipper-type plastic bags. It is suggested that you have zipper-type bags on hand and open while opening mail. If no bags are available at the time, gently lay the mail item down where it is and follow the directions listed below.
- Using latex gloves and a particulate mask would obviously be the best protection; however, you will probably not have these items on hand, much less be wearing them every time you open your mail.
- Shut down the ventilation system and all fans in the building and prevent as much air movement as possible.
- Close all doors, inside and out, and all windows.
- Ensure all persons who have touched the letter wash their hands with soap and water.
- The person who opened the mail should evacuate the building preferably down wind from everyone else.
- All others should evacuate the building preferably up wind.
- All evacuees will remain in the area until released by the FBI or competent emergency management personnel.
- Notify both police and the Federal Bureau of Investigation (who will arrange to collect the letter) of the threat.
- List all persons who have touched the letter and/or envelopes and provide the list to public health authorities.

## **EMERGENCY ACTION DRILLS**

The state and local Food and Agriculture Committee Chairs are responsible for ensuring that drills are conducted on an annual basis, or more frequently if required, to ensure the response to an emergency will be quick, complete, safe, and efficient.

Employees will be able to recognize and know how to respond to the different emergency warnings.

During evacuation drills employees will report to a designated area outside the building so that the emergency evacuation drill Monitors or Alternates can verify that they are present and report anyone missing to agency supervisors.

Employees will remain out of the building until released by competent emergency management personnel.

Agency supervisors will report to the local Food and Agriculture Committee Chair the names of employees who did not evacuate the building.

**Attachment 1**  
**Confidential Incident Report**

<b>CONFIDENTIAL INCIDENT REPORT</b>
-------------------------------------

Date of Report:

To: \_\_\_\_\_ Date of Incident: \_\_\_\_\_

\_\_\_\_\_ Location of Incident: \_\_\_\_\_

From: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Phone #: \_\_\_\_\_

Nature of the incident: (Check all applicable boxes)

- ☐ Assault/violent act
- ☐ Threatening remarks/verbal abuse
- ☐ Preventative or warning report
- ☐ Bomb or terrorist type threat
- ☐ Transportation accident
- ☐ Contact with objects or equipment
- ☐ Fall
- ☐ Exposure
- ☐ Fire or explosion
- ☐ Other

Security/local authority advised of incident    ☐ Yes                      ☐ No

Legal counsel advised of incident                      ☐ Yes                      ☐ No  
(OGC, OIG)

EAP advised of incident                                      ☐ Yes                      ☐ No

Warning or preventative measures: (Immediate action taken)

Anticipated return to work date:

Number of persons affected:  
(For each person complete this report and obtain a statement.)

Name of affected person: \_\_\_\_\_

Position: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Phone #: \_\_\_\_\_

Family notified " Yes " No

Lost work time " Yes " No

Third parties or non-employee involvement " Yes " No  
(Include contractor and lease employees, visitors, vendors, and customers.)

Total number of witnesses:

Nature of incident:

[Briefly describe: (1) event(s); (2) witnesses with addresses and status included; (3) location details; (4) equipment/weapon details; (5) weather; (6) other records of the incident (e.g., police report, recordings, videos); (7) the ability to observe and reliability of witnesses; (8) were the parties possibly impaired because of illness, drugs or alcohol (were tests taken to verify same, yes/no); (9) parties notified internally (employee relations, medical, legal, operations, etc.) and externally (police, fire, ambulance, EAP, family, etc.)]

Previous or related incidents of this type by this person " Yes " No

**Attachment 2**

**Violence Prevention Tips**

# **VIOLENCE PREVENTION**

**Physical Security/Facilities/Tips  
for Personal Safety**

October 2001



## Workplace Violence Prevention Physical Security/Facilities

Purpose:	This section addresses preventive measures that USDA Service Center offices can take to diminish the threat of violence in a variety of workplace settings from a physical security standpoint. While the threat cannot be completely eliminated, increasing awareness and security measures can decrease the degree of risk to employees and customers.
Scope:	USDA Service Centers are widespread and diverse with facilities located Nationwide, as well as in the Pacific Basin and the Caribbean areas, ranging from large office buildings in cities to Service Center offices in small communities. Employees work in a variety of settings, from private offices, customer service centers to field work in remote areas. Employee-on-employee violence, often dramatically depicted in the media represents less than a third of homicides in the workplace. <sup>1</sup> Threats to the safety of employees on the job can emanate not only from disgruntled co-workers, both former and current, but from customers (44% of workplace homicides) and total strangers (24%). <sup>1</sup>
Responsibility:	It is incumbent upon USDA to provide our employees and customers with an environment as free as possible from injury or death resulting from violent acts. This requires that management carefully balance the threat of violence against the costs of improving preventive physical security measures in: 1) resources; 2) relations with employees and customers; 3) personal and constitutional freedoms; and 4) convenience.
Threat Types:	In today's society, the threat of violence can come from a coworker, including management, the spouse of a coworker, a dissatisfied customer, a stranger with a grudge against the agency in particular or the Federal government in general, a disturbed individual, or a criminal. It can take the form of one individual assaulting another, as in a dispute between coworkers; it can be one or more perpetrators threatening one or more employees, as in a robbery or hostage situation; or even a suicidal individual placing the lives of others in danger. Workplace violence can be a random unexpected act or one threatened in advance. It can be personal, as in a domestic dispute, or anonymous, as in a terrorist bombing. While improvements to the current physical security posture cannot guarantee prevention of every potentially violent situation, there are certain measures that can help deter many potential perpetrators.
First Steps:	<p>The overall workplace violence prevention planning process should assess the possibility of threats, the degree of risk, and the ability to prevent and handle potential violence in work situations by:<sup>2</sup></p> <ol style="list-style-type: none"><li>1. Reviewing previous incidents and case studies for lessons learned;</li><li>2. Identifying patterns of risk and possible prevention strategies;</li></ol>

3. Examining the current level of security by taking a facility security survey; and
4. Identifying measures to close gaps between existing and optimal security levels.

**Security Measures:** After security gaps are identified, through a facility security survey, and prioritized, appropriate actions can be taken to upgrade the facility security posture. A number of facility improvements are listed within this section as well as in Exhibit I of this section. Within localities, offices should consider which of these measures work best in the environment and conditions in that area. Ongoing coordination and collaboration with neighboring federal agencies is also recommended. Most USDA facilities implement one or more of the following measures. Some of these measures are no cost/low cost; others are not. All require some degree of personal inconveniences to employees and customers and increased attention to security. Once a facility security is completed, it is the responsibility of management to decide which additional measures are needed to close any security gaps. Management should publicize and explain, to employees and customers alike, what new steps are being taken, and why, to alleviate misunderstandings and confusion. The following is a list of suggested actions that can be taken to improve facility security. They are divided into Basic Measures, Engineering Controls, Administrative Controls, and Security Measures for Employees Who Work in the Field. Other steps include establishing an Emergency Response Plan (ERP), procedures for responding to Bomb Threats, Knowing How to Defuse Threats of Violence (Exhibit II), and Knowing the Tips for Personal Safety (Exhibit III).

**Basic Measures:** There are a number of basic security measures that many USDA Service Center Offices already have in place, sometimes in conjunction with neighboring Federal offices or the facility lessor. If not, consideration should be given to implementing one or more of the following basic security measures:<sup>2</sup>

1. Identification badges for employees and a well defined process for admitting visitors and controlling their movements, including display of these badges at all times.
2. On-site guard services
3. Restricted access to buildings and areas with intrusion detection and electronic access control;
4. Magnetometers and x-ray screening machines at building entrances, loading docks and mail rooms;
5. Prominent display at building entrances of the provisions of 18 USC Section 930 (a) and (b) banning possession or use of firearms and other weapons on federally owned or leased facilities (Exhibit IV);<sup>4</sup>
6. Parking controls, including inspections of incoming vehicles;
7. Barriers to prevent vehicles from crashing into occupied spaces;
8. Background security checks implemented; and
9. Contractor background checks.

Engineering Controls:

Engineering controls create physical barriers between the worker and the hazard. Some examples of engineering controls are:

1. Controlled or limited access to the facility with doors locked from the outside and restricted access to the facility, especially during periods of darkness.
2. Locks installed on doors that lead to staff-only areas, including bathrooms and break areas.
3. Locks that open by verifying an employee's fingerprints or that are accessed by a key card. These are preferable to combination locks since the code can be easily learned by a perpetrator.
4. Better escape routes created by rearranging furniture, aisles, and offices to make exits more accessible. Alter the layout of offices, work areas, and waiting rooms to prevent employees from being trapped.
5. Designating a "safe room" equipped with a working phone where employees can seal themselves off from the perpetrator and call for help. This is especially useful where employees work in open bay offices.
6. Where appropriate or necessary, installing deep service counters and bullet or shatterproof glass in reception areas to separate clients from employees.
7. Locking up sharp instruments when not in use and installing metal detectors (stationary or hand-held).
8. Installing panic alarms where employees encounter the public and security cameras (closed-circuit TV) inside and outside the building with a posted sign indicating they are in operation.
9. Providing mobile phones or pagers and personal, hand-held alarms or portable panic buttons for personnel who work alone.
10. Increasing security patrols, especially during evening and early morning hours.
11. Providing adequate lighting and fencing around the building, walkways, facility grounds, and parking areas.
12. Installing emergency phones throughout the facility and grounds that can automatically call security personnel or 911.
13. Controlling parking in and around the facility to prevent unknown vehicles from parking in close proximity to occupied buildings or gaining access to unauthorized or inappropriate areas.
14. Coordination with local law enforcement officers, either the Federal Protective Service (FPS) or local police, to let them know that the office is implementing enhanced security measures. Use their expertise as a resource to determine the potential threat level and discover what other offices in the area have done to prevent crime.

Administrative Controls:

Administrative controls are practices that reduce the likelihood for violence. Listed below are examples of administrative controls for workplace violence:

1. Reassess staffing levels and rearrange work schedules so that workers are not required to work by themselves.
2. Discourage employees from working alone.

3. Implement a "buddy system" for employees who work in potentially threatening or violent situations.
4. Issue identification tags to employees and visitors passes to guests, for display at all times, so that workers and security personnel know who belongs in the facility and who doesn't.
5. Minimize personal information on identification tags. A perpetrator may only need a worker's last name or social security number to figure out where that person lives.
6. Keep records of assaults, verbal abuse, and "near misses" to spot trends and to learn how to prevent similar incidents from recurring.
7. Use the Internet, news, and relations with law enforcement to gather intelligence and keep apprised of potential threats.
8. Provide security escorts to and from parking areas for employees who work late at night or early in the morning.
9. Install and maintain bright, effective lighting, both interior and exterior.
10. Notify security personnel when employees work "off-hours".
11. Provide training in defusing violent situations, self-defense, escape routes, and procedures to follow when violence occurs.
12. Provide sensitive and timely information to customers waiting in line or in waiting rooms. Adopt measures to decrease waiting time.
13. Establish and promulgate disciplinary policy on threat, what actions will be taken against persons making threats.
14. In instances where employees are disciplined, suspended, or dismissed, establish and enact security procedures including providing a security guard to stand by while the employee is notified of actions to be taken. Escort the employee to his/her office and then out of the building. Limit the time allowed to clear out the employee's desk, reclaiming the ID badge and any office keys, rekeying locks and changing passwords, and restricting future entry to the facility.

Special Measures  
For Employees Who  
Work in the Field:

USDA has large numbers of employees who work, literally, in the field, sometimes alone. Like other U.S. workers and citizens, USDA employees are not immune to crime perpetrated against them on the job, whether the crime is job-related or not. USDA employees have been threatened while conducting compliance inspections. Managers should consider implementing the following recommendations where effective and appropriate to the situation:

1. Employees working alone and away from the office should prepare daily work plans and keep a contact person informed of their locations throughout the day.
2. When necessary, management can implement a "buddy system" policy or provide for back-up, such as police assistance, so that workers do not have to enter a potentially dangerous situation alone.
3. Provide a communication device, such as a cellular phone or two-way radio, for employees in the field to call for help when necessary. These devices should be able to function in the particular work area. For example, many rural areas are out of range of the antennas needed to access cellular telephone systems and some citizen band (CB) radios.

4. Provide a portable panic button that will automatically dial for help when activated. Be aware that these devices can suffer from the same antenna range problems as cellular phones and CB radios.
5. Consider providing, or allowing employees to carry, personal protective devices, such as pepper gel or mace, or other non-lethal devices, and train employees how to properly use any such device. Such protection or devices may not be appropriate for certain workers or in certain work situations.
6. Support access to and encourage employees who work in remote or dangerous areas to take Agency-financed, self-protection training.
7. Keep vehicles well maintained and locked at all times.
8. Provide field staff with hand held alarms or noise devices
9. Discourage employees from carrying keys, pens, or other items that could be used as lethal weapons against them.
10. Employees should be aware that not all Federal workers are welcome in residential or business areas.
11. Field workers should be encouraged to establish working relationships with the local police department to help identify potential threats and to facilitate any needed assistance in the field.
12. Management should support and assist employees who want to press charges against their attackers.
13. Employees have the option to refuse to enter a potentially dangerous situation unless they are provided back-up assistance or escort from a co-worker, supervisor, police, or security guard, when necessary.
14. If all else fails, customers who threaten employees can be refused services.

**Other Steps:**

In addition to protective devices and measures, there are other actions agencies can take to improve physical security and enhance prevention of violence in the workplace. These include drafting, promulgating, and practicing ERP and bomb threat procedures. Caution: Be sure that any exercises or drills of these plans are thoroughly announced in advance to avoid confusion and an overly realistic response.

**Emergency  
Response Plan:**

Many offices already has an ERP (also called crisis response plan) that describe procedures to follow during a fire or emergency. Most, however, do not cover workplace violence emergencies, including bomb threats. Management should consider expanding ERP's to cover violent incidents. The plan should be specific to the type of facility, building, and the workers it covers. Employee participation in any plan development is encouraged. The plan should also be updated and reviewed regularly, particularly if there is turnover among employees or a change to the facility or a work rule. The ERP should describe procedures for:

1. Calling for help;
2. Calling for medical assistance;
3. Notifying the proper authorities or whoever is acting in their place, security personnel and the police;
4. Emergency escape and routes;
5. Safe places to escape inside and outside of the facility,

6. Securing the work area where the incident took place;
7. According for all employees if a facility is evacuated;
8. Identifying personnel who may be called upon to perform medical or rescue duties;
9. Training and educating employees in workplace violence issues and the ERP;
10. Regularly exercising and updating the plan and
11. Debriefing participants to identify lessons learned.

**Bomb Threats:**

Management should develop bomb threat response procedures before a threat is ever received. Procedures to respond to bomb threats should be included in the ERP. By planning ahead, employees will know what to do and be less likely to panic. As with other threats, take all bomb threats seriously.

1. Establish procedures to notify the proper authorities to order the evacuation of the facility and call the police or bomb squad to search the property.
2. Instruct all employees, particularly receptionists and secretaries, what to do if a bomb threat call is ever received.
3. Develop a method of reporting bomb threats or suspicious telephone calls.
4. Employees who are not trained should never search for bombs on their own. Police bomb squads often ask for an employee to assist in searching for bombs since employees are better able to recognize something unusual in the workplace. Ensure that these employees and their back-ups volunteer to help and receive special training from the police bomb squad.
5. Train employees on how to recognize a suspicious parcel or package and what to do if they identify one.
6. Contact the local police department or bomb squad for information on responding to bomb threats. They may also provide training to employees and managers.
7. Request that the local police department or bomb squad review the bomb threat procedures and methods of evacuating the facility.

**Conclusion:**

Precautions do not guarantee complete protection against a determined perpetrator. However, the establishment and exercise of proper security measures serve as a deterrent to violence and enable and empower employees and emergency staff to respond effectively in the event of a violent incident.

## Strategies to Curtail Workplace Violence

What can be done to reduce the possibility of a violent incident in the workplace?

### 1. Physical Security Measures:

- a. Limit access to facility
  - Screen visitors
  - Issue identification cards
  - Provide visitor escort
  - Provide electronic access control system
  - Provide perimeter security to your property
- b. Secure reception area
  - Register all visitors and vendors
  - Restriction access from reception center to building
  - Provide panic alarm for emergency notification
- c. Modify building to enhance security
  - Include security lighting that conforms to state and local guidelines
  - Install a closed-circuit television (CCTV) system
  - Consider technology such as metal detectors
  - Design safe room
- d. Secure interview room or other sensitive areas
  - Profile employee prior to interview
  - Secure corridors to interview room
  - Remove objects from interview room that could be used as weapon
  - Provide panic alarm in interview room connected to CCTV system
- e. Change policies
  - Conduct pre-employment screening
  - Conduct random testing for a drug-free workplace
  - Adopt an after-hours Work Security Policy
  - Develop procedures to manage threats
  - Established a liaison with Public Law Enforcement
- f. Formulate a crisis plan
  - Establish Chain of Command
  - Know who to notify
  - Utilize Trauma Consultants
  - Institute assessment procedures
  - Gather information before acting
  - Know what emergency personnel should be contacted
  - Use counseling to address concerns
  - Deal with immediate concerns
  - Have a media plan
  - Maintain control

A crisis management team should formulate an individual plan geared to the agency needs and be prepared to manage each step of the plan long before a crisis occurs.

## What Every Manager Needs To Know About Defusing Threats of Violence

### 1. Types of Verbal Threats:

Veiled Threats	"You haven't seen the last of me."
Manipulative Threats	"If I get passed by on promotions this time, you're going to pay- just wait and see."
Pure Threats	"All I can think about is coming back with my gun and taking out my supervisor."

### 2. Aggression Management

- Pointed finger
- Raised voice
- Aggressive body posture
- Arguing
- Doubting or questions integrity
- Encroaching on personal space
- "Take charge" manner
- Threats
- Arrogance
- Lack of eye contact
- Staring
- Not Listening
- Challenging one's dignity or pride

### 3. Defusing Techniques

- Maintain safe space
- Maintain calm voice
- Use the "I have a question" technique
- Palms up
- Hear & Understand
- Verbally defuse the threat
- Build self esteem
- Discuss losses of value
- Go with the flow



## Tips For Personal Safety

### Prevention:

The first step in protecting yourself is to realize that YOU could be a victim of a crime. The best prevention is to avoid potential crime situations. Always be aware of your surroundings (people, landscape, buildings) and plan where you could run for help if you need it. Thinking through and rehearsing how to foil an attack can prepare you to act quickly if a crime occurs.

Not all crimes can be prevented; however, the following precautions are thought to reduce a person's chances of being attacked. Choose among them for ways that you can increase your safety while maintaining your life style.

### On Foot:

- If sidewalks are dark, walk near the curb or down the middle of the street.
- Be aware of houses with lights on, or open businesses, in case you have to run for help.
- Wear comfortable clothing and shoes that you can run in.
- Always walk briskly and confidently.
- Be aware of people and cars around you. Take note of any activity that seems unusual to you. If you walk to the same destination frequently, vary your route.
- Carry a whistle on your key-chain, or carry a hand alarm. Keep it in your hand ready to use.
- If a vehicle is following you, turn around and walk quickly in the opposite direction.
- If you suspect someone is following you, turn around confidently and check. If so, scream loudly, blow your whistle or activate your hand alarm while running to a safe area.

### At Home:

- Make sure all doors have good deadbolt locks and a chain lock and peephole.
- Be sure all windows have locks. For sliding doors or windows, place a wooden or metal rod between the movable pane and the opposite casing.
- Use your locks. Make sure you lock your door and windows even when you are leaving for only a few minutes, and when you are inside.
- Be careful about who you let into your home. Insist that visitors identify themselves before opening the door.
- If a service person comes to your door, ask the individual to produce an ID. If you have any doubts, ask the person to wait outside while you call their supervisor or company to confirm their identity.
- Never tell a stranger that you are home alone. Create a fictitious roommate and list them on your mailbox.
- If you suspect someone is in your home when you return, don't enter your residence. Contact a neighbor and contact your local Police Department.

### In Your Vehicle:

- Check the back seat of your vehicle before entering.
- Always walk around your vehicle before entering.
- Look for suspicious persons in the vicinity of your vehicle. If you can get into your vehicle safely, do so, and then lock the door immediately. If you can't get into your vehicle safely, then go to a safe area until you can return to your vehicle.

- When walking to your locked vehicle, have the keys ready in your hand to open the car door. Then unlock car door, enter and immediately lock the doors. If you must leave your car with a parking attendant, leave only your ignition key.
- If you have car trouble, raise your hood, then get back in your car and wait. If another motorist offers to help, roll your window down an inch and ask them to go and phone for help. Do not get into their vehicle.
- If you suspect your vehicle is being followed, drive to a busy, well-lighted location and contact your local Police Department. Do not let them follow you to your home.
- Remember all pay phones will let you call for help, FREE. Dial 911 or Operator (0).
- Park in a well-lighted area.

#### General Safety:

- When you enter elevators, always locate the emergency button and stay near it.
- While waiting for public transportation, stay in well-lit or heavy traffic areas. This will allow you to observe and stay in control.

Remember, safety is a state of mind. You do that which allows you to maintain control of the situation. None of us can ever be sure we will not become the victims of a crime. Some assaults are just not preventable. The goal is to reduce the likelihood of an assault by not being an easy target. It is not silly or paranoid to take precautions that increase your safety. You're worth it!

#### You can help protect an employee who is being stalked:

Stalking is defined as the repeated and malicious following or harassing of another person, coupled with some typed of a credible threat that makes the victim fear for his or her safety, or the safety of family or other closely connected persons.

#### Protection Action:

1. Get as full an understanding of the situation as possible from the victimized employee.
2. Assuming that the stalker is not a current or former employee of your organization (therefore not known to staff by sight, get a photograph of him/her if possible. Provide the photo to security, reception staff, and other appropriate employees so that they can be alert.
3. If the victim gets phone calls at work from the stalker, screen the calls. Get help on this from the phone company, police, and legal advisors.
4. Report to police when annoying or threatening calls are received. The employer and victim need to do this.
5. Consider changing the victim's work location for his/her physical safety.
6. Secure the person's parking area.
7. Have security or co-worker escort victim to his/her vehicle.
8. Get a corporate restraining order, if possible.
9. Provide co-workers with education about stalking and related problems.
10. Make it safe for employees to report these types of problems to managers.
11. Make sure your managers know they must listen to the employee, no matter how bizarre the situation may seem, and must record the information and see that it is investigated.
12. As you investigate, don't prejudge what anyone may or may not have done or how he or she may be involved. Keep an open mind.
13. Work in concert with law enforcement in order to give the employee maximum protection.

If you do all these things, the agency will be on much firmer ground from a liability perspective, should something unfortunate occur. Remember law enforcement can't guarantee the victim's safety any more than you, the employer, can, but the goal is to do everything reasonable and prudent.

## EXHIBIT I

### NOTICE

18 U.S.C., Section 930 (a) (b)

#### Possession of Firearms and Dangerous Weapons in Federal Facilities

- (a) Except as provided in subsection (d), whoever knowingly possesses or causes to be present a firearm or other dangerous weapon in a Federal facility (other than a Federal court facility), or attempts to do so, shall be fined under this title or imprisoned not more than 1 year, or both.
- (b) Whoever, with intent that a firearm or other dangerous weapon be used in the commission of a crime, knowingly possesses or causes to be present such firearm or dangerous weapon in a Federal facility, or attempts to do so, shall be fined under this title or imprisoned not more than 5 years, or both.

#### Endnotes:

1. From the National Institute for Occupational Safety and Health (NIOSH) and Northwestern National Life Insurance Company, <http://members.aol.com/Endwpv/statistis.html>. “Of all homicides in the workplace: customers of the firm commit 44%, strangers commit 24%, 20% are committed by co-workers, 7% are committed by bosses, 3% are committed by former employees. Each year 6,000 Americans are killed at work – 1,000 of them are employees who are murdered at work.”
2. U.S. Office of Personnel Management, *Dealing with Workplace Violence: A Guide for Agency Planners*, OWR-09, February 1998. Available on the Internet at <http://www.opm.gov/workplace/>.
3. American Federation of State, County and Municipal Employees, *Preventing Workplace Violence*, 1998.
4. 18 U.S.C., Section 930, Possession of firearms and dangerous weapons in Federal facilities. <http://www4.law.cornell.edu/uscode/18/930.text.html>
5. Personal Safety/Sexual Assault Policy, GM-360, Part 420-243, Subpart U, March 1995

#### Resource Material:

OPM – *Dealing with Workplace Violence: A Guide for Agency Planners*, February 1998  
<http://www.opm.gov/workplace/>

OIG – *Workplace Violence Guidelines and Procedures Handbook*, June 1998

NIOSH – *Violence in the Workplace: Risk Factors and Prevention Strategies*, June 1998  
<http://www.cdc.gov/niosh/violrisk.html>

NIOSH ALERT – *Preventing Homicide in the Workplace*, May 1995  
<http://www.cdc.gov/niosh/homicide.html>

FPS – *What You Should Know About Coping with Threats and Violence in the Federal Workplace*, June 1999 <http://www.gsa.gov/pbs/fps/fps1.htm>

### **Attachment 3**

#### **Service Center Evacuation Plan**

# Emergency Evacuation Plan

TO BE COMPLETED BY ALL USDA SERVICE CENTERS

**Service Center:** \_\_\_\_\_

**Service Center Address:** \_\_\_\_\_

**Date:** \_\_\_\_\_

This Emergency Evacuation Plan was developed as a supplement to the **USDA** \_\_\_\_\_ **Parish**  
**Service Center Emergency Response Plan**

---

## **Building Evacuation Procedures**

In case of a fire or other emergency that requires evacuation of the building, employees at the scene of the emergency are to sound an evacuation alarm to alert other employees of the emergency. An alarm device will be used to sound the evacuation alarm. Alarm mechanisms are located at each exit of the building (see attached Emergency Evacuation Exits diagram). **Upon hearing an evacuation alarm, employees are to immediately evacuate the building through the nearest safe exit and report to a designated location. All personnel are to evacuate the building within three minutes of hearing the initial evacuation alarm.**

## **Hazardous Mail Evacuation**

If mail is suspicious, it shouldn't be opened. Leave it alone and follow directions listed below.

If mail is opened then found to contain suspicious material, double bag the letter in zipper-type plastic bags. It is suggested that you have zipper-type bags on hand and open while opening mail. If no bags are available at the time, gently lay the mail item down where it is and follow the directions listed below.

- Shut down the ventilation system and all fans in the building and prevent as much air movement as possible.
- Close all doors, inside and out, and all windows.
- Ensure all persons who have touched the letter wash their hands with soap and water.
- The person who opened the mail should evacuate the building preferably down wind from everyone else.
- All others should evacuate the building preferably up wind.
- All evacuees will remain in the area until released by the FBI or competent emergency management personnel.
- Notify both police and the Federal Bureau of Investigation (who will arrange to collect the letter) of the threat.
- List all persons who have touched the letter and/or envelopes and provide the list to public health authorities.

## **Designated Locations for Employees Evacuating Building**

---

---

---

---

---

---

---

---

---

---

### **Employee Assignments**

**All employees are responsible for ensuring visitors and people with disabilities are evacuated safely from the building.**

Selected employees will be assigned the following evacuation responsibilities (see attached employee assignment roster):

- 1) To the extent possible, verifying all personnel are present outside the building after an evacuation;  
and
- 2) Notifying proper authorities of the incident.

### **Evacuation**

Upon hearing the evacuation alarm, all employees (not assigned evacuation responsibilities) are to exit the building through the nearest safe exit (see attached Emergency Evacuation Exits diagram) and report to a designated location (identified above). Once at the designated location, each employee is to report to his/her supervisor if possible. To the extent possible, supervisors are required to verify that all personnel under their supervision have evacuated the building safely and report staff evacuation status to the designated service center safety coordinator (see attached employee assignment roster). If a section supervisor is unavailable, the acting supervisor is responsible for ensuring all section employees have exited the building and reporting staff evacuation status to the designated service center safety coordinator.

All evacuees are to remain in the designated evacuation area until released by competent emergency management personnel.

### **Building Diagram**

Building exits, alarm locations, and evacuation routes are outlined on the attached Emergency Evacuation Exits diagram. The building diagram is posted throughout the Service Center in strategic locations.

**Note: If an evacuation alarm is sounded, the building will be evacuated. Do not sound an evacuation alarm unless circumstances warrant evacuation of the building.**

## Emergency Evacuation Plan Employee Assignment Roster

**Service Center:**\_\_\_\_\_

**Service Center Address:**\_\_\_\_\_

**Date:**\_\_\_\_\_

<b>Task</b>	<b>Employee Assigned</b>	<b>Section Responsibility</b>
Ensure visitors and people with disabilities are evacuated from the building	All Employees	
To the extent possible, verify all personnel are out of the building after evacuation  And  Notify local Food and Agriculture Committee chair of status of staff evacuation.		
Notify proper authorities of emergency		
Notify and ensure non-USDA offices are evacuated		
Local Food and Agriculture Committee Chair		



## **Emergency Evacuation Plan Building Evacuation Diagram**

**Service Center:**\_\_\_\_\_

**Service Center Address:**\_\_\_\_\_

**Date:**\_\_\_\_\_

Insert diagram of Service Center building with exits, fire extinguishers, and alarm systems highlighted.

## Emergency Evacuation Procedures

Sound alarm.

Ensure visitors and people with disabilities are evacuated from the building.

Evacuate building through identified exits.

Report to designated evacuation location (see posted evacuation routes) .

Remain in designated evacuation location until notified to return to the building.

Post this notice with the building evacuation diagram in prominent locations throughout your office.

Emergency Evacuation Plan

TO BE COMPLETED BY ALL USDA SERVICE CENTERS

Service Center: Rapides Parish Service Center  
Service Center Address: 3734 Government Street, Alexandria, Louisiana  
Date: October 2001

This Emergency Evacuation Plan was developed as a supplement to the USDA Rapides Parish Service Center Emergency Response Plan

**Building Evacuation Procedures**

In case of a fire or other emergency that requires evacuation of the building, employees at the scene of the emergency are to sound an evacuation alarm to alert other employees of the emergency. An alarm device will be used to sound the evacuation alarm. Alarm mechanisms are located at each exit of the building (see attached Emergency Evacuation Exits diagram). **Upon hearing an evacuation alarm, employees are to immediately evacuate the building through the nearest safe exit and report to a designated location. All personnel are to evacuate the building within three minutes of hearing the initial evacuation alarm.**

**Hazardous Mail Evacuation**

If mail is suspicious, it shouldn't be opened. Leave it alone and follow directions listed below. If mail is opened then found to contain suspicious material, double bag the letter in zipper-type plastic bags. It is suggested that you have zipper-type bags on hand and open while opening mail. If no bags are available at the time, gently lay the mail item down where it is and follow the directions listed below.

- Shut down the ventilation system and all fans in the building and prevent as much air movement as possible.
- Close all doors, inside and out, and all windows.
- Ensure all persons who have touched the letter wash their hands with soap and water.
- The person who opened the mail should evacuate the building preferably down wind from everyone else.
- All others should evacuate the building preferably up wind.
- All evacuees will remain in the area until released by the FBI or competent emergency management personnel.
- Notify both police and the Federal Bureau of Investigation (who will arrange to collect the letter) of the threat.
- List all persons who have touched the letter and/or envelopes and provide the list to public health authorities.

**Designated Locations for Employees Evacuating Building**

If you are evacuating from the front of the Rapides Parish Service Center, report to the fenced parking area for government vehicles. If you are evacuating from the back of the Rapides Parish Service Center, report to the MMH&L Engineers' parking lot.

### **Employee Assignments**

**All employees are responsible for ensuring visitors and people with disabilities are evacuated safely from the building.**

Selected employees will be assigned the following evacuation responsibilities (see attached employee assignment roster):

- 3) To the extent possible, verifying all personnel are present outside the building after an evacuation;  
and
- 4) Notifying proper authorities of the incident.

### **Evacuation**

Upon hearing the evacuation alarm, all employees (not assigned evacuation responsibilities) are to exit the building through the nearest safe exit (see attached Emergency Evacuation Exits diagram) and report to a designated location (identified above). Once at the designated location, each employee is to report to his/her supervisor if possible. To the extent possible, supervisors are required to verify that all personnel under their supervision have evacuated the building safely and report staff evacuation status to the designated service center safety coordinator (see attached employee assignment roster). If a section supervisor is unavailable, the acting supervisor is responsible for ensuring all section employees have exited the building and reporting staff evacuation status to the designated service center safety coordinator.

All evacuees are to remain in the designated evacuation area until released by competent emergency management personnel.

### **Building Diagram**

Building exits, alarm locations, and evacuation routes are outlined on the attached Emergency Evacuation Exits diagram. The building diagram is posted throughout the Service Center in strategic locations.

**Note: If an evacuation alarm is sounded, the building will be evacuated. Do not sound an evacuation alarm unless circumstances warrant evacuation of the building.**

## Emergency Evacuation Plan Employee Assignment Roster

**Service Center:** Rapides Parish Service Center

**Service Center Address:** 3734 Government Street, Alexandria, Louisiana

**Date:** October 2001

<b>Task</b>	<b>Employee Assigned</b>	<b>Section Responsibility</b>
Ensure visitors and people with disabilities are evacuated from the building	All Employees	
To the extent possible, verify all personnel are out of the building after evacuation	Terry Johnston	NRCS
	Craig McCain	FSA
And	Roger Williamson	FSA Ag Credit
Notify local Food and Agriculture Committee chair of status of staff evacuation.	Brian Lewis	Rural Development
Notify proper authorities of emergency	JoAnn Spears Back-up: Margaret DeKeyzer	FSA  Rapides Soil and Water Conservation District
Notify and ensure non-USDA offices are evacuated	Brian Lewis	Rural Development
Local Food and Agriculture Committee Chair	Craig McCain	FSA



**Attachment 4**  
**Service Center Emergency Telephone List**

**THIS PAGE IS TO BE COMPLETED BY SERVICE CENTERS AND  
POSTED NEAR ALL SERVICE CENTER TELEPHONES**

**STATE THREAT ASSESSMENT TEAM**

The State Threat Assessment Team will assist Human Resources, Employee Relations, managers/supervisors, and the victim in resolving and defusing hostile and dangerous situations such as assaults, threats, intimidation, and interference of our employees. The State Threat Assessment team consists of the following personnel:

<b>Co-chairperson</b> Billy Moore, NRCS, State Administrative Officer	(318) 473-7755
<b>Co-chairperson</b> Fren Allen, FSA, State Administrative Officer	(318) 473-7902
<b>Co-chairperson</b> Karen Nardini, RD, Administrative Program Director	(318) 473-7921
Herb Bourque, NRCS, Public Affairs Specialist	(318) 473-7762
Barbara Andrus, NRCS, Human Resources Manager	(318) 473-7769
John Jurgensen, NRCS, State Safety Officer	(318) 473-7694

**EMERGENCY TELEPHONE NUMBERS**

Local Police	<u>911 or</u>
Local Fire Department	<u>911 or</u>
Local Hospital	<u></u>
Threat Assessment Team Chairperson – Billy Moore	<u>(318) 473-7755</u>
State NRCS Safety Person – John Jurgensen	<u>(318) 473-7694</u>
State FSA Safety Person – Christine Normand	<u>(318) 473-7650</u>
State RD Safety Person – Karen Nardini	<u>(318) 473-7921</u>
Federal Bureau of Investigation	<u></u>
Employee Assistance Program	<u>1 (800) 523-5668 or 1 (800) 882-7610 (TDD)</u>
Office of Inspector General	<u>(254) 743-6535</u>
Office of General Council	<u>(501) 324-5246</u>
Federal Protective Service (if applicable)	<u>N/A</u>



## **Attachment 5**

### **Service Center Emergency Response Plan Annual Checklist**

## **Service Center Emergency Response Plan**

### **Annual Checklist**

- ☐ Reviewed and updated Service Center Emergency Response Plan for accuracy and discussed with Service Center staff:

- ☐ Page 4 – State Threat Assessment Team Names and Telephone Numbers
- ☐ Page 8 – Local Police Telephone Number
- ☐ Page 10 – Local Fire Department Telephone Number
- ☐ Page 13 – Threat Assessment Team Chairperson Telephone Number
- ☐ Page 15 – Local Police Telephone Number
- ☐ Page 16 – Local Hospital and Ambulance Telephone Numbers
- ☐ Page 43 – Emergency Telephone Numbers

Date completed:\_\_\_\_\_ Certified by:\_\_\_\_\_

- ☐ Developed/reviewed Service Center Evacuation Plan, Employee Responsibility Roster, and Building Diagram for accuracy and discussed with Service Center staff. Ensured Evacuation posters and building diagrams were posted in prominent locations throughout the office. See pages 37-45.

Date completed:\_\_\_\_\_ Certified by:\_\_\_\_\_

- ☐ Completed a safety check on building fire extinguishers, smoke detectors, fire alarms, etc., to ensure all safety equipment is in good working condition.

Date completed:\_\_\_\_\_ Certified by:\_\_\_\_\_

- ☐ Conducted Service Center Evacuation Drill.

Date completed:\_\_\_\_\_ Certified by:\_\_\_\_\_

**This checklist is to be completed by the end of each fiscal year and retained as part of the Service Center Emergency Response Plan.**